

## **CASE MANAGER**

**OVERVIEW:** The full-time Case Manager will be scheduled 40 hours per week. The Case Manager assists the Mentally and Chemically addicted individuals, to achieve and maintain independent housing.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

1. Coordinates pre-screenings, admissions and discharges for residents.
2. Process referrals upon receipt within seven working days and set up an interview with prospective resident.
3. Provide services for those residents admitted to the program, which may include set up of an independent apartment (including deposit, furniture and household items, telephone and electricity service, rental stipend), with resident input.
4. Provide follow-up services at least monthly and/or dependent on resident's needs and desires. This may be reduced after 6 months of service.
5. Maintain communication with treatment teams, landlords, financial sources, vendors and community liaisons.
6. Provide assistance to residents requiring financial support.
7. Maintain financial data and complete appropriate reporting forms.
8. Documents files in accurate, concise and professional manner to meet NYS OMH requirements.
9. Provides ongoing case management services regarding housing issues to participants.

### **CRISIS MANAGEMENT:**

1. Provides support and assistance in crisis/problematic situations.
2. Informs direct supervisor and/or administrator on call regarding incidents.
3. Follows up to ensure completion of Incident Reports for all incidents involved in.

### **ELECTRONIC MEDICAL RECORD:**

1. Ensures all documentation and entry into the electronic medical record is accurate and timely.
2. Follows training instruction at all times when utilizing the system and seeks support from designated staff when appropriate.

The above is intended to describe the general content of and requirements for the performance of this job. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. The principle duties and responsibilities enumerated are all essential job functions.

### **EDUCATION/EXPERIENCE REQUIREMENTS:**

1. Associate's degree in related field required, Bachelor's preferred.
2. Two years of experience working with mental illness and/or individuals abusing/addicted to drugs.

3. Valid NYS Driver's License preferred.

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